

Kentucky Medicaid Managed Care

Open Enrollment for January 1, 2015

Managed care is a way to get health care that concentrates on preventative services and coordinates care. A health plan or Managed Care Organization (MCO) will provide you with the physical and behavioral health services you need. People in managed care will pick or be assigned to an MCO. That MCO will have a network of physicians, specialty physicians, hospitals, and other medical providers that you must use.

Some Medicaid members cannot be in managed care. This includes people who have Medicaid Savings Plans, who are in nursing facilities and other long term care, who get time-limited Medicaid, or who are in a waiver program.

The MCO will match most Medicaid members with a Primary Care Provider (PCP). This PCP will serve as your "*medical home*". The PCP will help you get the services you need from other providers in your MCO.

Most Medicaid services will be provided by the MCO. Some services will still be provided by Kentucky Medicaid. You will use your Medicaid ID Card for these services. These services are:

- **First Steps** - A program which helps children with developmental disabilities from birth to age 3 and their families, by offering services through a variety of community agencies. Call 877-417-8377 or 877-41-STEPS for more information.
- **HANDS (Health Access Nurturing and Development Services)** - This is a voluntary home visitation program for new and expectant parents. Contact your local health department for information and to learn about resources.
- **Non-emergency Medical Transportation** - If you cannot find a way to get to your health care appointment, you may be able to get a ride from a transportation company. Call 1-888-941-7433 for help, or see <http://chfs.ky.gov/dms/trans.htm> for a list of transportation brokers or companies and how to contact them.
- **Services for Children at School** - These services are for children from 3 to 21 years of age, who are eligible under the Individuals with Disabilities Education Act (IDEA) and have an Individual Education Plan (IEP). These services include speech therapy, occupational therapy, physical therapy, and behavioral (mental) health services. Call 502-564-9444 for more information.

Here is information about covered benefits and services and costs for each MCO. Please read this carefully and keep it in a safe place. You may need it later. If you cannot read or understand this booklet, please call us at 1-855-446-1245. We can read this to you, provide free interpreter services, or provide the information in another format. Find more information at <http://chfs.ky.gov/dms/>. If you do not have a computer, try your public library.

Para ayuda en español, llame al 1-855-446-1245. Las llamadas son gratuitas.

CoventryCares of Kentucky**1-855-300-5528**

CoventryCares of Kentucky wants to help you live your best life. We are pleased to announce all of the major hospitals in Louisville are in network for our members. Our extra services help you make good health choices. These and other services are **free**:

- **Text4baby** - texts pregnant women & new moms info on pregnancy and newborns
- Help and **support for diseases** like COPD, heart problems, diabetes, asthma, substance abuse and behavioral health
- **Tobacco cessation** - information and resources to help you quit
- **Free Portable Crib** - for pregnant mothers who attend prenatal checkups
- **24-Hour Nurse Line** - call for nurses to help you with health questions
- **Doc Bear Club for kids** - Doc Bear sends mail to members ages 1 - 16 and their parents about healthy lifestyles
- **Diabetic cookbooks** - recipes and tips on healthy choices for diabetics

For a complete list of member benefits visit us at www.CoventryCaresKY.com or call us at 1-855-300-5528. (TTY users dial 711; TDD users dial 1.800.627.4702)

Humana – CareSource**1-855-852-7005**

Humana – CareSource™ is the **HOME GROWN** choice for **quality health care**.

The well-being of **you and your family** is our #1 priority!

With our focus on **care, service and dignity**, you get:

- **NO COPAYS** for covered prescriptions, including over-the-counter meds
- **NO COPAYS** for all covered medical services
- **NO REFERRAL REQUIRED** to see a specialist, such as a Dentist, Optometrist, Obstetrician/Gynecologist, Psychologist, Chiropractor or Podiatrist
- **PREGNANT WOMEN:**
 - **Retail GIFT CARDS** for visiting your doctor
 - **BABY Showers**

Call and SWITCH TODAY to the MCO with **NO COPAYS!!**

Se usted prefiere informacion en Espanol, favor del llamar a Humana-CareSource™ al 1-855-852-7005 (TTY 1-800-648-6056 or 711)

Passport Health Plan**1-800- 578-0603**

Did you know that **you can choose your own health insurance plan**? That's right – you get to choose the insurance plan that works for you. That's why you should ...

#ChoosePassport!

Here are **the top four reasons** to choose Passport Health Plan:

- We treat you with respect because **we take the time to care about you**.
- Your calls are answered **quickly** by folks right here in Kentucky, because Passport is **the only Medicaid health insurance company based in Kentucky**.
- Can't find a doctor? We have a **huge network of hospitals, doctors, pharmacists, dentists, and specialists** all over Kentucky, including many providers right in your community!
- Need help getting an appointment? Call us, and our customer service specialists can **help you – in just one call!**

Switching your health insurance plan is a **free and easy** process, and we're here to help – call Passport at **(800) 578-0603** and we will help you make the switch. We have trained professionals located right here in Kentucky who can answer any questions you might have.

You have a choice when it comes to your health care: We hope you **Choose Passport!**

Se usted prefiere informacion en Espanol, favor del llamar a Passport (800) 578-0603 (TTY 800-691-5566).

WellCare of Kentucky**1-877-389-9457**

Our local staff and state-wide resources are here to help you and your family get the care you need to stay healthy. Listed below are some of the **free** benefits you get with our plan:

- **\$120 a year** in **FREE** over-the-counter (OTC) items mailed to your home
- **NO COPAY** for physicians, and inpatient/outpatient hospital services, or for extra benefits
- **Free** GED test, for members age 16 and older over without a high school diploma
- **Free** baby stroller when you go to all your doctor visits during and after your pregnancy
- **Free** baby shower if you're pregnant
- **Free** gift card through our Quality Rewards Program for getting your preventive care
- **Free** flu shots
- **Free** health education for diseases like asthma and diabetes
- **Respite care** for your family members caring for you (if you're an SSI member)

WellCare of Kentucky puts you and your family first. We have the **most providers** statewide; this means you get the care and services you need to stay healthy. Call 1-877-389-9457 (TTY/TDD 1-877-247-6272) to enroll with WellCare of Kentucky today!

**Managed Care Organizations –
2015 Benefits Chart**

Here is information about covered services and each MCO. Please use this to help you pick your MCO.
Please see "Important Note" at the end of the chart for more information.

Benefit	Copay	Limits	Coventry	Humana	Passport	Wellcare
Hospitalization						
Acute Inpatient Hospital Services	\$50		\$50	\$0	\$0	\$0
Inpatient Physician/Surgeon Services	\$0		\$0	\$0	\$0	\$0
Transplant	\$0		\$0	\$0	\$0	\$0
Emergency Services						
Emergency Room	\$0;		\$0	\$0	\$0	\$0
	Non-emergency use: \$8		Non-Emergency Use: \$8	\$0	\$0	Non-Emergency Use: \$8
Emergency Ambulance	\$0		\$0	\$0	\$0	\$0
Ambulatory Patient Services						
Physician Office Services	\$3		\$3	\$0	\$0	\$0
Outpatient Hospital/Ambulatory Surgical Center	\$4	Does not cover cosmetic surgery (except for post-mastectomy re-constructive surgery)	\$4	\$0	\$0	\$0
Dental Services (children)	\$0		\$0	\$0	\$0	\$0
Dental Services (adults)	\$3	1 cleaning and 1 set of x-rays per 12 month period	\$3	\$0	\$0	\$0
Home Health Care	\$0		\$0	\$0	\$0	\$0
Vision Services (children)	\$0		\$0	\$0	\$0	\$0
Vision Services (adults)	\$3	1 eye exam per year	\$3	\$0	\$0	\$0
Urgent Care	\$3		\$3	\$0	\$0	\$0
Radiation Therapy	\$0		\$0	\$0	\$0	\$0
Chemotherapy	\$0		\$0	\$0	\$0	\$0
Family Planning	\$0		\$0	\$0	\$0	\$0
Podiatry	\$3		\$3	\$0	\$0	\$0

Benefit	Copay	Limits	Coventry	Humana	Passport	WellCare
Maternity and Newborn Care						
Prenatal and Postnatal Care	\$0		\$0	\$0	\$0	\$0
Maternity Services	\$0		\$0	\$0	\$0	\$0
Prescription Drugs						
Home Infusion Therapy	\$0	Limited to administration by parent or guardian in the home	\$0	\$0	\$0	\$0
Prescription Drugs	\$1 Generic;	Non-preferred brand copay is applicable to all members (including those typically excluded from copays)	\$1 Generic	\$0	\$0	\$0 Generic
	\$4 Preferred Brand;	o Family planning, no copays	\$4 Preferred Brand	\$0	\$2	\$0 Preferred Brand
	\$8 Non-preferred Brand	o Tobacco cessation, no copays	\$8 Non-Preferred Brand	\$0	\$4	\$4 Non-Preferred Brand
		o 2 nd Generation Antipsychotics and Injectable Antipsychotics, \$1 copay		\$0	\$0	\$0 Preferred Brand and generic \$4 Non-preferred Brand
		o Anticonvulsants, non-preferred brands, \$4 copay		\$0	\$0	\$0 Preferred Brand and generic \$4 Non-preferred Brand
		o Oral oncology, non-preferred brands, \$4 copay		\$0	\$0	\$0 Preferred Brand and generic \$4 Non-preferred Brand
		o Diabetic supplies		\$0	\$0	\$0
		▣ Meters, no copays		\$0		\$0
		▣ Test strips, control solutions, insulin needles, lancets, etc. \$4 copay with no more than one copay per calendar day being charged		\$0		\$0
Rehabilitative and Habilitative Services and Devices						
Skilled Nursing and Rehabilitation	\$0		\$0	\$0	\$0	\$0
Chiropractic Services	\$3	26 visits per 12 month period	\$3	\$0	\$0	\$0
Durable Medical Equipment	\$4 per date of service		\$4 per date of service	\$0	\$0	\$0
Hearing Aids/Audiometric Services	\$0	Limited to children under 21	\$0	\$0	\$0	\$0
Prosthetic Devices	\$4		\$4	\$0	\$0	\$0
Physical / Occupational / Speech Therapy	\$3	20 visits per year per therapy (combined for rehabilitative and habilitative); no limit for children	\$3	\$0	\$0	\$0
Private Duty Nursing	\$0	2,000 hours per year	\$0	\$0	\$0	\$0

Benefit	Copay	Limits	Coventry	Humana	Passport	WellCare
Laboratory Services						
Laboratory, Diagnostic, and Radiology Services	\$3		\$3	\$0	\$0	\$0
Pediatric Services						
Autism Spectrum Disorders	\$0	Up to Age 21	\$0	\$0	\$0	\$0
EPSDT Special Services	\$0	Limited to medically necessary services not included in the State Plan and authorized under Section 1905(a) of the Social Security Act, or 42 USC Section 1396d(a)	\$0	\$0	\$0	\$0
EPSDT Screening	\$0		\$0	\$0	\$0	\$0
Commission for Children with Special Health Care Needs	\$0	Limited to children who meet the eligibility criteria of the Kentucky Commission for Children with Special Health Care Needs	\$0	\$0	\$0	\$0
Specialized Children's Services Clinics	\$0	Services limited to children under age 18 and must be performed by specialized clinics	\$0	\$0	\$0	\$0
Targeted Case Management: Children with SED, Substance Use Disorders or co-occurring mental health of substance use disorders and chronic or complex physical health issues.	\$0		\$0	\$0	\$0	\$0
First Steps Services		Services are available to children from birth through age two who have developmental delays or diagnosed physical or mental conditions associated with developmental delay.	N/A	\$0	\$0	\$0
HANDS		The Health Access Nurturing Development Services (HANDS) program is a voluntary home visitation program for new and expectant parents and is now available for new or expectant parents who are parenting other children	N/A	\$0	\$0	\$0
School Based Services		The School-Based Health Services (SBHS) program authorizes local education agencies in Kentucky, to enroll as a Medicaid Health service provider for children who are eligible under the Medicaid program and under the Individuals with Disabilities Education Act(IDEA). Children from age three to 21 who are eligible under the Individuals with Disabilities Education Act (IDEA) and who have an IEP are eligible for School-Based Health Services	N/A	\$0	\$0	\$0

Benefit	Copay	Limits	Coventry	Humana	Passport	WellCare
<i>Mental Health and Substance Use Disorder Services</i>						
Targeted Case Management: Individuals with Severe Mental Illness (SMI), Substance Use Disorders (SUD) or co-occurring mental health or substance use disorders and chronic or complex physical health issues.	\$0		\$0	\$0	\$0	\$0
Inpatient Mental Health/Substance Use Services	\$50		\$50	\$0	\$0	\$0
Outpatient Mental Health/Substance Use Services	\$3		\$3	\$0	\$0	\$0
Crisis Services	\$0		\$0	\$0	\$0	\$0
Residential Services or Substance Use Disorders	\$0		\$0	\$0	\$0	\$0
<i>Preventive Services and Chronic Disease Management</i>						
Smoking Cessation	\$0		\$0	\$0	\$0	\$0
Allergy Services	\$0		\$0	\$0	\$0	\$0
Immunizations and other preventive health services recommended by national expert groups (such as annual check-ups, pap smears, blood pressure screenings, etc.)	\$0		\$0	\$0	\$0	\$0
<i>Other</i>						
Long Term Care	\$0	Limited to individuals who meet level of care criteria for a nursing facility or an Intermediate Care Facility for Individuals with Intellectual Disabilities	N/A	\$0	\$0	\$0
Non-Emergency Transportation	\$0		N/A	\$0	\$0	\$0
Hospice	\$0		\$0	\$0	\$0	\$0
Renal Dialysis/Hemodialysis	\$0		\$0	\$0	\$0	\$0

IMPORTANT NOTE: Not all information about all covered Medicaid services is included. For example, the boxes do not have information about services that require MCO prior approval; services for pregnant women only; services for children only; services that may be limited to a certain number per month; or other services which may be limited or restricted in some other way. More specific information about covered services will be sent to you after joining an MCO. Copays and coinsurance cannot be more than 5% of a family's income for a quarter .

Bonus Benefits/Services – 2015

The following are extra benefits or services the MCOs may provide

Coventry	Humana	Passport	Wellcare
<p>Diabetic Cookbooks: CoventryCares of Kentucky has partnered with the KY Diabetes Prevention and Control Program to offer Nutrition Basics. This book has tips on healthy food habits.</p> <p>Baby Crib Program: The program is designed to motivate expectant mothers to attend their prenatal appointments. Coventry Cares wants to promote baby sleeping in safe place by providing a crib.</p> <p>Doc Bear Club: Members between the ages of 1 through 16 are automatically enrolled into the Doc Bear Club for Kids. Members receive mail from Doc Bear throughout the year.</p> <p>KidsHealth Online Library: This online resource provides comprehensive tools for children's health from experts. Information topics include general health, infections, emotions and behavior, growth and development, and nutrition and fitness.</p> <p>Smoking Cessation Program: This program assists members who want to quit smoking.</p> <p>Case and Disease Management: Clinicians work with members on understanding and treating chronic health conditions.</p>	<p>NO COPAYS for covered prescriptions</p> <p>NO COPAYS for covered medical services</p> <p>FREE Over-the-Counter medicine with a prescription</p> <p>FREE Vision, Dental, and Hearing services</p> <p>Retail GIFT CARDS for pregnant women who visit their doctor</p> <p>Baby Showers for pregnant women</p> <p>A STATEWIDE Network of Doctors to choose from</p> <p>NO REFERRAL Required to see a Dentist, Optometrist, Obstetrician/Gynecologist, Psychologist, Chiropractor or Podiatrist</p> <p>Behavioral Health Services – 30 outpatient visits without prior authorization</p> <p>NO COPAYS for covered behavioral health services</p> <p>FREE 24-Hour Nurse Advice Line available 7 days a week. Talk with caring and experienced nurses</p> <p>FREE 24/7 Behavioral Health Crisis Line</p> <p>FREE Interpreter Services for language and hearing impaired</p>	<p>We offer THE SERVICES YOU NEED at NO COST TO YOU, including:</p> <ul style="list-style-type: none"> •Physical Exams •Dental Exams •Vision Tests •Hearing Tests •Over-the-Counter Medicines •Generic Prescription Drugs •Mental Health Counseling •Alcohol and Drug Treatment Services •And Much More! <p>We have a STATEWIDE network of more than 14,000 providers (and growing)!</p> <p>We are the only plan in Kentucky to earn three stars out of three for customer satisfaction!</p> <p>We offer FREE Text4Baby, Text4Kids, and Text4Health reminders, health resources, & coaching tips for new parents to keep you and your baby healthy and safe! And we'll even provide the phone, too!</p> <p>Additional programs available at no cost to you:</p> <ul style="list-style-type: none"> •Asthma •COPD •Diabetes •Pregnancy/Newborns •Heart Disease •Childhood Obesity •Dangers of Smoking and Tobacco Use •Foster Care & Adoption •Mental Health resources •Alcohol and Drug abuse treatment and recovery 	<p>The MOST providers STATEWIDE</p> <p>NO COPAYS for physician services</p> <p>NO COPAYS for children's allergy shots, immunizations, dental checks and cleanings</p> <p>NO COPAYS for inpatient/outpatient hospital services</p> <p>FREE GED Testing. Members age 16 and up, without a high school diploma can take the GED test at no cost</p> <p>FREE Over-the-Counter Items -Get up to \$120 in free over-the-counter (OTC) items each year. Choose from over 150 items, like vitamins, pain relief, cold medicine, and diapers.</p> <p>FREE \$10 gift card through our Quality Rewards Program for getting certain preventive care for you and your family</p> <p>FREE baby stroller for going to all your doctor visits during and after your pregnancy</p> <p>FREE baby shower if you're pregnant. You can attend a shower right in your community, where you can get a gift basket and tips to keep you and your baby healthy</p> <p>FREE personal case and disease manager to offer you help and support for your conditions like asthma, diabetes, etc.</p>

Coventry	Humana	Passport	Wellcare
<p>Member Services: Our call center is available to help members access services to promote better physical, behavioral and emotional health. We can help set up appointments, arrange transportation, and provide information about other services.</p>	<p>One-on-one Health Education for conditions such as diabetes, asthma, and heart disease</p> <p>Allergy shots and treatment for adults and children</p> <p>Preventive health care benefit for children under 21</p> <p>Pharmacy HELP where you and your pharmacist talk about medicines and drug safety</p> <p>Text4Baby® – free service offering health tips on pregnancy and baby’s first year</p> <p>LOCAL Care Managers at your request</p> <p>Stop Smoking Program assisting those who want to quit smoking</p> <p>CARE Transition Program to help you when you are discharged from the hospital</p> <p>iConnect® – a fun, unique email and text program for members</p> <p>Quality Member Access Committee – your chance to give feedback on plans and programs</p> <p>Community APPRECIATION Events – fun event for the entire family</p>	<p>Other cost-free services include:</p> <ul style="list-style-type: none"> •Flu shots and immunizations •24-Hour Hotlines to speak with a nurse or a mental health professional •Your own personal Case Manager •Fun events for you and your family! <p><u>MEMBER HEALTH REWARDS!</u></p> <p>Earn Special Rewards for healthy habits, including:</p> <ul style="list-style-type: none"> •Pregnant women: Up to \$40 in gift cards* plus a pack-n-play crib or car seat for prenatal and postpartum visits •Diabetics: Up to \$45 in gift cards* for getting important tests •Females (21-65 years old): A \$20 gift card* for a Pap test •Females (50-75 years old): A \$20 gift card* for a mammogram •Youth (10-20 years old): A \$10 gift card** for a well-child visit •Members with COPD: A \$10 gift card* for a spirometry test •Members who go to the dentist: A \$10 gift card* for a checkup <p>* Gift card can be used for groceries, personal care products, or gas.</p> <p>** Gift card can be used for downloadable music/apps or a movie pass.</p>	<p>FREE 24-hour crisis line for help with drug and alcohol abuse and behavioral health concerns</p> <p>FREE respite care. This benefit offers short term care that provides relief to caregivers caring for eligible SSI members</p> <p>Health and wellness website that gives tips to help you and your loved ones stay healthy.</p> <p>FREE Nurse Advice Line available 24/7. You can talk to a registered nurse for help and to get medical advice</p> <p>VISIT with ANY in network plan provider to access primary care services (PCPs), specialists, hospitals and pharmacies.</p> <p>NO IN-NETWORK REFERRALS REQUIRED</p>